

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: ZONING TECHNICIAN - SIGNS
PLANNING AND ZONING DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs technical work assisting in the planning and implementation of development programs and projects for the Planning and Zoning Department. Work involves identifying and resolving zoning violations and land use requirements by inspecting properties to ensure compliance with permits and property ordinances consistent with State and local standards; performing public education/training, negotiation, and legal action as the primary tools of enforcement; representing the Town's interest to the public; performing a wide variety of code enforcement, permitting, and inspections within the Town; overseeing the day-to-day operations of the code enforcement division. Employee has considerable public contact and must exercise sound judgment, tact, and diplomacy. Employee is given substantial latitude in determining the proper course of action needed to resolve issues. Reports to the Director of Planning and Zoning.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Receives and investigates alleged zoning violations; identifies zoning violations through inspections/surveillance; resolves complaints and inquiries regarding debris and weed regulations; meets and negotiates with business and property owners, builders, developers, tenants, homeowner association, and other jurisdictions regarding zoning plans and requirements.

Notifies zoning violators; takes appropriate action to resolve complaints and correct violations; issues summonses regarding zoning violations; initiates legal action of noncompliance with oral and written warning; serves as the Town's representative in court actions; maintains detailed records of cases of noncompliance.

Educates the public on zoning ordinance enforcement; maintains high level of public contact; negotiates and communicates regularly with various community members, departments, and agencies as the Town's first and primary line of zoning enforcement contact with the public.

Conducts site inspections to ensure compliance with zoning codes, approved permits and plans, including landscape plans, site plans, business signs, and building permits.

Assists Senior Planner and Planner in the review and analysis of information, plans, and blueprints to assure compliance with zoning codes; provides fielded visits/inspections to clarify conditions when in question.

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Maintains all zoning inspection/enforcement records; prepares occasionally reports for the various Boards and Commissions, correspondence with citizens and/or business owners; provides information for Mayor or Council members, department heads, or others.

Maintains continuous contact with other Town departments to coordinate work; ensures legal and regulatory compliances are met; assists Public Works by handling many complaints regarding construction site compliance and citizens service issues.

Prioritizes multiple tasks, cases, and complaints for compliance with timelines contained within appropriate regulations.

Maintains five-year file of contacts/inquiries for all actions requested for zoning compliance/enforcement made to the Town with documented actions taken.

Receives and/or reviews various records and reports such as zoning violations complaint forms; setback; certificate of occupancy; inquiries from all Boards and Commissions; various concerns via telephone calls, e-mails, public works complaint; and letters ranging from the Mayor, Council, department heads, and citizens.

Prepares and/or processes various records and reports such as registered letter of Virginia, court summons, informational letters/emails, periodic activity summaries, stop work order, and site plan checklist for staff reviews.

Refers to State Code of Virginia, Town of Vienna Charter and Code of Laws, Virginia Erosion and Sediment Control Handbook, Virginia Department of Transportation, Town of Vienna Construction Specifications, Virginia Uniform Statewide Building Code, International Building Code, Church Street Vision Plan, policy and procedure manuals, laws / regulations, publications and reference texts, etc.

Operates a vehicle and a variety of equipment such as telephone, two-way radio, engineers scale and calculator, digital and instant cameras, computer, printer, fax machine, etc.

Uses a variety of tools such as sledge hammer, measuring tape, razor knife, shovel, heavy duty stapler, etc.; a variety of supplies such as letterhead paper, zoning variance – public meeting notification signs, film/disks for camera, zoning violation complaint form, various office supplies, etc.; and a variety of computer software such as Microsoft Office, Public Information Management Systems, Fairfax Inspections Database Online, Fairfax County Real Estate website, Department of Motor Vehicle Identification database, etc.

Interacts and communicates with various groups and individuals such as the Director of Planning and Zoning, Mayor, Town Council, Town Manager, Town/County staff, Police and Fire Departments, business and home owners, various contractors and developers, Fairfax County Services and Court system, and the general public.

ADDITIONAL JOB FUNCTIONS

Provides coverage of the Planning and Zoning office functions normally performed by the Planning and Zoning Assistant position during time of absence.

Assists other staff members in retrieval of documents/materials from off-site storage facility and return of documents/materials as necessary.

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Transports oversized blueprint drawings and plans for reproduction at an offsite source occasionally.

Performs general office/administrative work as required, including but not limited to typing reports and correspondence, entering computer data, copying and filing documents, maintaining files, assembling materials, preparing mail, answering the telephone, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires an Associate's degree supplemented by one to two years of experience in customer service, or a related field; or an equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which involves some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds) and occasionally heavier weight (up to 50 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or direction from supervisor.

Language Ability: Requires ability to read a variety of policy and procedure manuals, guidelines, codes, correspondence, etc. Requires the ability to prepare routine and statistical reports, correspondence, spreadsheets, records, etc., with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to learn and understand relatively complex principles and techniques; to make routine independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently with persons of various educational and cultural backgrounds, and using legal, marketing, development, planning, and other terminology.

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Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to utilize mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion. Must be able to use practical applications of statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Planning and Zoning Department as they pertain to the performance of duties of the Zoning Technician - Signs. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of specific Town/county ordinances as they apply to the duties and responsibilities of the position. Has knowledge of principles, practices, and methods associated with zoning and code enforcement activities. Has knowledge of the methods, associated with resolving zoning issues, policy development, enforcing codes and regulations, maintaining required documentation, and providing overall guidance and advice. Has knowledge of the principles and methods of zoning, planning, and development. Is able to coordinate assigned activities with other Town and county departments, agencies and clients in order to accomplish goals and complete projects. Is able to efficiently and effectively collect, tabulate, and analyze relevant data and apply it to the planning process. Is able to work under stressful conditions related to balancing multiple projects within the constraints of time and resources available. Is able to react professionally at all times, dealing with sensitive situations with tact and diplomacy. Is able to make public presentations and provide client instruction as necessary. Is able to offer assistance to co-workers and employees of other divisions/departments as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret relatively complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear, and effective manner. Is able to maintain confidentiality as required. Has thorough knowledge of proper English usage,

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vocabulary, spelling and basic mathematics. Has thorough knowledge of modern office practices and technology. Has knowledge of and skill in the use of computers for data and word processing. Has knowledge of how to react calmly and quickly in emergency situations. Has knowledge of the occupational hazards and safety precautions of the industry; is able to work effectively despite occasional exposure to adverse weather conditions. Is able to maintain positive customer-focused relationships with co-workers, supervisors, agencies, the general public, and all other internal and external customers. Has knowledge of how to personally demonstrate appropriate customer service skills.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

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Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.